NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
Ames Research Center
Moffett Field, CA 94035-1000

Statement of Work
For
Financial Support Services

September 6, 2012

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1.0 INTRODUCTION

Ames Research Center (ARC) is one of 10 NASA field Centers. ARC plays a critical role in virtually all NASA aeronautical and space exploration endeavors, conducting the research and developing technologies that enable NASA missions, fuel American markets for goods and services and enhance the quality of life on earth.

In addition, ARC works collaboratively with other Agencies and entities to conduct research and testing on a wide variety of projects and programs. The Ames CFO Office, established in accordance with the Chief Financial Officers Act of 1990, provides professional leadership for the planning, analysis, justification, procurement, control, and reporting of all ARC fiscal resources, and for ARC strategic management and planning and performance measurement.

The Office of the Chief Financial Officer provides end-to-end coordination of the resources management process; provides a financial management system that effectively manages, controls, safeguards, and accounts for the government's assets; designs and supports the development of budgeting and accounting systems; provides program/project controls and analysis; and supports the development of long-term budget strategies and strategic planning.

In addition, the Office of the Chief Financial Officer participates in planning and decision-making sessions with the Center Director and other top management officials; represents the Center in top management discussions with Headquarters, other NASA Centers, and other agencies; and supervises the activities of the Financial Management Division (CF), Resources Management Division (CR), Program Analysis and Business Integration Division (CP), and Business Systems/Travel Office Division (CS). (Also see Appendix A at the end of this document).

CF administers control of appropriations and funds received at the Center and also supports accounting system development and upgrades required by the Agency.
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CR is primarily responsible for coordinating the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding. CP is focused on supporting the Programs and Projects at ARC. The activities performed in this organization are similar to those in CR, with greater focus on program planning and control.

CS provides direction, integration, education, continuous improvement opportunities and efficiencies for new and changing business systems and business processes at ARC. Specific areas of focus for CS are in the areas of Travel Services Business Systems and Workflow Automation, Business Reporting, and Change Management including Communications, Continuous Improvement, Training, and End-User Enablement.

For additional information see Appendix A below. Also, refer to the ARC CFO website: https://share.nasa.gov/arc/finance/Pages/default

2.0 SCOPE OF WORK

The Contractor shall provide all resources such as management, personnel and materials necessary to support the requirements in the areas of resources management, financial management, program analysis and controls, cost estimating, business information services, and special financial analysis at NASA ARC (also referred to as the Center) in accordance with the Statement of Work (SOW) and the Performance Requirements Summary (PRS). These areas support the Office of the CFO and Center organizations, programs and projects.

This contract has requirements that are fixed and are identified as "Core" requirements for the period of performance. Historical workload information has been provided in the PRS for "core" requirements where information was available. The Contractor is required to ensure the "Core" requirement is performed throughout the life of the contract.

In addition to "Core" requirements, this contract has IDIQ requirements that are identified in the SOW.   Performance requirements and historical workload provided in the PRS are examples. Indefinite Delivery/Indefinite Quantity (IDIQ) Task Orders (TOs) will be issued and will include specific standards of performance.

The Contractor shall provide qualified management, administrative and technical personnel, to effectively and efficiently meet the requirements of this SOW and PRS. The Contractor shall comply with the terms and conditions of the contract. Work shall be performed on-site at the ARC, Moffett Field, California unless otherwise directed and approved by the government and documented on official property pass.

The Contractor shall work independently and only perform the Statement of Work requirements and subsequent task orders if applicable. The Contractor shall not perform personal services and is required to inform the Contracting Officer when request(s) are made.

ARC utilizes both PC compatible and Macintosh desktop and laptop computers. Government equipment will be furnished and maintained for Contractor use on site, any use off site requires prior approval from government. In addition, ARC uses commercial software such as but not limited to Microsoft Excel™, Word™, and PowerPoint™ which will also be provided under Government licensing.

The task orders issued against this contract will contain references to applicable sections of this SOW and describe in specific performance-based terms the work to be done, the cost, milestones, metrics, schedules and completion dates. The specific performance-based standards will be included in each task description. Task orders will be issued for authorized performance in accordance with Task Ordering Procedures to be described in the RFP.

Financial and budget systems and processes used at the Center to perform tasks under this SOW include, but not limited to, systems such as SAP (financial accounting system), FedTraveler (an on-line web-based travel processing system), WebTADS (an on-line web-based time and attendance system), CMM (automated Contract Management system), and Business Warehouse (BW), (an Agency reporting system), Funds Distribution Database (FDD), e-Budget, N2, and Project Management Tool (PMT), Reimbursable Agreement Management System 2 (RAMS2), Property Plant & Equipment (PP&E) System, and NASA Real Property (NRP) System.. Data to be processed may be received in a number of formats including typed, handwritten and/or

electronic. Requirements may be modified from time to time to reflect changes to these systems and/or processes.

Travel or Project-specific Training may be periodically required on this contract. Cost Estimates & subsequent Actual Costs will be requested . All travel and training requirements on the contract will be issued as a modification to this subtask. The Contractor shall renegotiate the task order if travel and training is required. Profit will not be paid for Travel and Training expenses, only the accepted general and administrative (G&A) expense will be applied to these cost.

3.0 ADMINISTRATIVE MANAGEMENT (Core)

This SOW element (3.0) and the sub-elements (3.1, 3.2 and 3.3) are part of the "Core" requirements for this contract.

The Contractor shall:

- ➢ Follow applicable Federal, State, Local and NASA policies, standards and regulations.
- ➢ Ensure all appropriate personnel participate with NASA in safety inspections and safety awareness training in accordance with Ames Safety Accountability Program.
- ➢ Ensure regularly audited procedures and records are adequate for certification by third-party organizations. Voluntary Protection Program (VPP) and Ames Management System (AMS) are examples of third-party reviews that are currently performed.
- ➢ Ensure compliance with annual training, for example Information Technology (IT) Security and Prevention of Harassment (POH) training.
- ➢ Be familiar with the Government's contingency plans and participate in continuity of operations.
- ➢ Provide timely and accurate financial reporting.

The Contractor may:

- ➢ Be required to provide financial support services to other NASA entities as directed by the Contracting Officer (CO).

3.1 Contract Management (Core)

The Contractor shall be responsible for maintaining communication with each supported organization and alerting the Contracting Officer and the Contracting Officer's Representative (COR) immediately of any problems that would prevent meeting established performance standards.

The Contractor shall:

- ➢ Manage the contract in a fiscally responsible manner, fulfilling all requirements, including negotiated Task Orders.
- ➢ Respond to statement of requirements (SORs) or new IDIQ task orders.

- Provide a well-defined, stable organizational structure with clear lines of authority and clearly identified interfaces to the Government.
- Provide on-site management of Contractor staff and meet regularly with the CO and COR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order. The on-site manager, or designated alternate, shall be available to government personnel during normal business hours (8 am to 5 pm PST).
- Provide updates to the Safety and Health Plan, when necessary, that shall be incorporated into the contract.
- Provide updates to the Information Technology (IT) security plan, when necessary, that shall be incorporated into the contract.
- Comply with the Ames' Management System requirements as applicable.
- Provide a reliable automated method for approving task orders electronically within 30 days after contract award.
- Manage the financial resources allocated by NASA for specific requirements in a manner to ensure that performance milestones are met.
- Ensure compliance with the Contract Deliverables Requirements List (CDRL).
- Provide property management to ensure accountability for government-provided equipment and facilities.
- Prepare annual inventory surveys and accountability verification forms.
- Provide a Risk Management Plan for each task order response to ensure that the Government has adequate insight into risks associated with Contractor's ability to accomplish the requirements.
- Ensure all appropriate personnel participate in organizational communications events and meetings.
- Be proficient in Microsoft Excel, Word and PowerPoint as needed.
- Document and obtain advanced concurrence of the NASA CO for all deviations, waivers and non-compliance to the requirements.
- Identify areas for improvements that create time efficiencies, cost savings, or reduced error margins across the NASA organization. These improvements must be approved by CFO management and the CO prior to implementation. Reference the Shared Savings Clause (NASA Federal Acquisition Regulations Supplement 1852.243-71) and Performance Requirements Summary.

3.2 Task Management

During the performance of the contract, performance-based task orders will be issued by the Government specifying requirements to be performed in addition to the "Core" requirements.

(Required Task Ordering Procedures will be further described in the RFP). Task orders will include a description of the work to be performed, milestones, and deliverables. The task orders shall be authorized by the Contracting Officer.

3.3 Performance Standards

These performance standards are in reference to all sections 3.0 through 3.2. See PRS for Performance Standards for "core" requirements. These standards are also used as examples for

IDIQ task order requirements. Task orders will include specific standards of performance.

4.0 DESCRIPTION OF SERVICES

The requirements listed below will be performed for both the "core" requirements and those identified on IDIQ task orders. Center areas are requirements performed in the Resources Management office or technical organizations which can be interchangeable.

4.1 Resources Management (Core & IDIQ)

Resources Management functions primarily coordinate the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding including Center organizations, programs and projects. Requirements within this element are identified as "core" requirements during period of performance. In some cases additional support may be required for fluctuations in the requirements which may be caused by changes in Center organizations, programs and projects being supported. The attached Performance Requirements Summary provides historical data on workload identified as "Core" and on workload that may be required as IDIQ task orders.

The Contractor shall:

➢ Perform budget formulation type activities such as but not limited to the following;
- Develop budgets, in accordance with the Agency Program Planning & Budget Execution (PPBE) process.
- Gather, organize, consolidate, and maintain budget information and databases (including but not limited to historical costs, contracts, and workforce) in accordance with various Agency and Center requirements.
- Use pertinent information to project estimated costs of budget requests, requirements and revenues in support of the formulation of the budget levels.
- Analyze trends, costs, and rates to identify problems or potential need for modifications and report findings to managers.
- Support the preparation, monitoring, and posting of budget elements including travel, training, procurement, workforce plans and labor requirements.
- Support preparation of budget submissions and responding to calls from Agency and Center organizations for various financial plans, such as monthly phasing plans and budget submissions.
- Organize and coordinate budget information from programs and projects and/or performing organizations/cost centers.
- Develop, analyze, and maintain real-time spreadsheets/databases of full-cost budgets including supporting documentation of budget adjustments and detailed records of budgets by mission, theme, programs and projects, organizations, cost centers, and work breakdown structure (WBS).
- Update budget data in the NASA budgeting systems.
- Perform review of budget data to assure consistency by detecting and correcting budget errors.

➢ Perform budget operation type activities such as but not limited to the following;
- Process and maintain program authority funding documents.
- Prepare, update and post phasing plans into NASA and Center systems and document changes.
- Validate that WBS requests are appropriately linked to approved programs and projects, complete WBS requests and enter them into the automated database.
- Prepare routine and ad-hoc budgetary reports and presentations for ARC managers and NASA Headquarters personnel.
- Prepare monthly/ad-hoc Agency Management and Operations (AMO), Center Management and Operations (CMO), Construction of Facilities (CoF), Environmental Compliance & Restoration (ECR), Travel, and Workforce status charts using financial data and supporting spreadsheets.
- Process, file, and maintain records of budget authority and Inter-Center fund transfers received from NASA Headquarters and other NASA centers to support approved center operations, programs and projects.

➢ Perform budget execution type activities such as but not limited to the following;
- Track monthly commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
- Create cumulative and monthly spending plans for commitments, obligations and costs at appropriate levels applying budget forecasting techniques.
- Track and report, funds obligations and costs information on procurement activities, including service contracts.
- Create monthly reports detailing budget status, identifying issues and potential solutions.
- Provide recommendations for improvements to data entry procedures.
- Record and maintain documentation on associated data entry and data analysis including acquisition and funding documents.
- Provide support in creating, populating and maintaining spreadsheets, databases or other forms of documentation necessary for efficient budget formulation, execution, and operation within the customer organizations.
- Analyze actual commitments, obligations and costs versus the plan to report variances and recommend corrective actions to meet financial metrics.
- Assess the financial and budgetary status of operations and programs and assist in analyzing the impact of budget/guideline changes on programs, projects and organizational elements.
- Monitor budgets to identify budget exceed errors, analyze cause and resolve errors.
- Coordinate with appropriate personnel to request additional or reallocation of funding when necessary for resolving budget errors.
- Prepare, track and reconcile bankcard acquisitions, purchase requisitions, service requests and billings with financial systems and prepare WBS requests and adjustment documentation.
- Reconcile income and expense of the service activity data with financial systems.
- Monitor income and expense WBSs for service activities on a real-time basis.
- Support the preparation of budget analyses, including preparation of periodic

service activity reports and reviews.

- Perform project planning and scheduling as required by programs and projects. Create monthly and quarterly management reports.
- Request annual funding for the program and projects as needed through program offices and/or Mission Directorates.
- Provide recommended improvements for NASA budgeting systems.

4.1.1 Performance Standards

See PRS for Performance Standards for "core" requirements. These standards are also used as examples for IDIQ task order requirements. Task orders will include specific standards of performance.

4.2 Financial Management

Financial Management administers control of appropriations and funds received at the Center. This functional area administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in ARC books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits. IDIQ task orders will be used to identify specific requirements.

4.2.1 Financial Reporting Services (IDIQ)

The Contractor shall:

- ➢ Provide routine accounting for all functional areas including but not limited to Standard General Ledger (SGL), property, fund control, Fund Balance with Treasury (FBWT) in support of reviewing, analyzing, reconciling, and preparing financial information and reports on a daily, weekly, monthly, quarterly, and annual basis.
- ➢ Prepare journal entries for review and posting by Government personnel.
- ➢ Maintain auditable records and documentation of all analysis, reconciliations, and journal entries.
- ➢ Maintain an understanding of the Center's administrative and financial systems, their interrelationship with one another, and the effect of their transactions on the financial reports.
- ➢ Prepare financial reports and presentations for Center financial managers and Headquarters personnel.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.1.1 Performance Standards
See PRS for examples. Task orders will include specific standards of performance.

4.2.2 Labor Processing & Analysis and Cost Accounting (IDIQ)

- ➢ Provide data analysis and reporting support to facilitate the Center's efficient and effective use of the Agency Labor Distribution System (ALDS) applications
  - o • Prepare monthly/ad-hoc workforce status charts/reports using financial data and supporting spreadsheets.
  - o • Track monthly labor commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
  - o • Analyze actual commitments, obligations and costs versus the plan to report variances and recommend corrective actions to meet financial metrics.
  - o • Monitor budgets to identify labor budget exceed errors, analyze cause and resolve errors.
  - o • Coordinate with appropriate personnel to request additional or reallocation of funding when necessary for resolving budget errors.
  - o Specific areas included are: Labor:
    - ▪ Mass Conversion Processing
    - ▪ Type 2 Labor Adjustment Processing
    - ▪ Biweekly Labor Processing
    - ▪ Monthly Labor Processing
    - ▪ ALDS Mass Adjustments
    - ▪ Monthly Labor Cash Disbursement
    - ▪ BW Labor Reports
    - ▪ Fiscal Year End Labor Processing
    - ▪ Special Projects, Testing, ALDS meetings
- ➢ For Labor and Cost functions, provide CMP, Flux Analysis and Audit Support (report generation/data extraction support from SAP and BW as needed), provide complete explanations regarding financial information), chart preparation/support.
- ➢ For Labor and Cost functions, prepare various ad-hoc, monthly, quarterly and annual reports.

4.2.2.1 Performance Standards
See PRS for examples. Task orders will include specific standards of performance.

4.2.3 Reimbursable Agreements Management Services (IDIQ)

The Contractor shall:

- ➢ Provide routine accounting, budgeting, and financial support to the Center's reimbursable agreements.
- ➢ Perform and support development of cost analysis and studies related to Reimbursable agreements
- ➢ Provide expert knowledge of the Agency's reimbursable authority under the Space Act, the Economy Act, Federal regulatory and statutory requirements for cost recovery and disposition, and Enhanced Use Lease (EUL), Federal appropriations law.

- Prepare official correspondence for government approval related to reimbursable agreements.
- Record and maintain reimbursable information in database to prepare schedules, reconciliation, and accounting transactions and prepare various reports for customers, managers, and HQ.
- Train users on the tools, systems, and processes used in managing and reporting reimbursable activity.
- Prepare and provide recommendations and analysis for presentation to, and review and action by Ames and Headquarters personnel.
- Provide customer service to gather /provide information on reimbursable agreements
- Provide required reimbursable office coverage
- Prepare and monitor documentation to open, close and transfer charges for service areas that may include but are not limited to, the Moffett Federal Airfield and Institutional Shared Pools.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.3.1 Performance Standards
See PRS for examples. Task orders will include specific standards of performance.

4.2.4 Quality Assurance Services (IDIQ)

The Contractor shall:

- Develop desk procedures of all CMP control activities, and update them as CMP guidance changes
- Prepare a complete package of monthly CMP control activities for management review before submission to HQ
- Complete each month's CMP trend report for management review
- Prepare the monthly 9 digit fluctuation (flux) analysis spreadsheet for applicable CMP control activities
- Maintain auditable records and documents of all CMP control activities
- Assist in preparation of supporting documents for all audits, internal and external, including planning and coordinating meetings, assembling sample documents, and briefing management on status and actions
- Perform other ad hoc projects related to internal controls

4.2.4.1 Performance Standards
See PRS for examples. Task orders will include specific standards of performance.

4.3 Program Analysis (IDIQ)

The goal of the Program Analysis and Business Integration Division is to provide performance, planning and control (PP&C) support to the programs and project at the Center. This includes

business management support, budget formulation, budget execution and operations, cost estimating, Joint Confidence Level analysis, and Earned Value Management analysis and reporting.

The Contractor shall:

- ➢ Perform program budget formulation type activities such as but not limited to the following;
    - Develop budgets, in accordance with the Agency Program Planning & Budget Execution (PPBE) process.
    - Gather, organize, consolidate, and maintain budget, schedule, and milestone information and databases (including but not limited to historical costs, contracts, and workforce) in accordance with various Agency and Center requirements.
    - Use pertinent information to project estimated costs of budget requests, requirements and revenues in support of the formulation of the budget levels.
    - Analyze trends, costs, and rates to identify problems or potential need for modifications and report findings to managers.
    - Support the preparation, monitoring, and posting of budget elements including travel, training, procurement, workforce plans and labor requirements.
    - Support preparation of budget submissions and responding to calls from Agency and Center organizations for various financial plans.
    - Develop, organize, analyze, and coordinate budget, work breakdown structure (WBS), schedule, and milestone information for programs and projects and/or performing organizations/cost centers.
    - Develop, analyze, and maintain real-time spreadsheets/databases of full-cost budgets, schedules, and milestones including supporting documentation of adjustments by mission, theme, program and project, organization, cost center, and work breakdown structure (WBS).
    - Document and trace changes to budget, schedule, and by mission, theme, programs and projects, organizations, cost centers, and work breakdown structure (WBS).
    - Update budget data in the NASA accounting and subsidiary systems.
    - Perform review of budget data to assure consistency by detecting and correcting budget errors.

- ➢ Perform program budget execution type activities such as but not limited to the following;
    - Track monthly commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
    - Create cumulative and monthly spending phasing plans for commitments, obligations, and costs at appropriate levels applying budget forecasting techniques.
    - Track and report, funds obligations and costs information on procurement activities, including service contracts.
    - Create monthly reports detailing budget status, identifying issues and potential solutions.
    - Provide recommendations for improvements to data entry procedures.

- Record and maintain documentation on associated data entry and data analysis including acquisition and funding documents.
- Provide support in creating, populating and maintaining spreadsheets, databases or other forms of documentation necessary for efficient budget formulation, execution, and operation within the customer organizations.
- Analyze actual commitments, obligations and costs versus the plan to report variances and root causes as well as recommend corrective actions to meet financial metrics or plan.
- Assess the financial and budgetary status of operations and programs and assist in analyzing the impact of budget/guideline changes on programs, projects and organizational elements.
- Monitor budgets to identify budget exceed errors, analyze cause and resolve errors.
- Coordinate with appropriate personnel to request additional or reallocation of funding when necessary for resolving budget errors.
- Prepare, track and reconcile bankcard acquisitions, purchase requisitions, service requests and billings with financial systems and prepare WBS requests and adjustment documentation.
- Reconcile income and expense of the service activity data with financial systems.
- Monitor income and expense WBSs for service activities on a real-time basis.
- Support the preparation of budget analyses, including preparation of periodic service activity reports and reviews.
- Perform project planning and scheduling as required by programs and projects. Create monthly and quarterly management reports.
- Request annual funding for the program and projects as needed through program offices and/or Mission Directorates.
- If applicable, develop, implement, and track Earned Value Management analysis for projects.
- If applicable, complete joint confidence level analysis.

➢ Perform cost estimating and analysis type activities such as but not limited to the following;
- Review Announcement of Opportunity (AO), Broad Agency Announcement (BAA), and other proposal requirements. Coordinate with proposal and cost team to ensure proposal development activities will meet requirements.
- Review cost estimate submission, narrative justification, and proposal content to ensure accuracy of numbers and compliance with proposal requirements.
- Assist with the preparation of the work breakdown structure (WBS), technical planning, and project schedule development. Ensure integration of the WBS and schedule with the cost estimate.
- Prepare grass-root cost estimates by tasks, by month; reflecting the latest WBS and project schedule. Grass-root estimate shall reflect the life cycle cost estimates, including civil service workforce, contractor workforce, procurement, travel, and other direct costs. During the proposal development, the WBS and schedule continuously changes, therefore, cost estimates require frequent updates.
- Provide comparative analysis, parametric estimates, and analogous mission information in support of the grass-root estimates.
- Reconcile independent cost estimates against Center proposals.

- Prepare required and recommended budget and workforce tables, as specified by the AO or BAA, in both fiscal year and real year dollars.
- Prepare cost estimating section narrative consistent with AO and BAA requirements. Cost sections include descriptions, strategies, and details of the cost estimate, methodology by WBS, funding profile, cost reserves, funded schedule reserve strategy, cost risk, cost risk mitigation, and pricing rates.
- Maintain ARC grass-roots cost estimating tool (Large Model) to ensure compliance with Agency and Center rates, policies, and processes. Manage the ARC Large Model and incorporating efficiencies as needed.
- Coordinate presentations and present grass-root cost estimates, parametric information, and analogous mission information to proposal team, cost team, and CFO Management.

➢ Perform earned value management type activities such as but not limited to the following;
- Assist in the development, review, assessment, and maintenance of EVM policies, processes, and requirements.
- Review, summarize, and disseminate EVM guidance, policies, procedures, and direction.
- Work with the Center EVMWG representative to prepare and provide training and tools to support programs/project implement EVM.
- Support the Center EVMWG representative in the formulation and implementation of Agency wide planning and policy designed to improve programmatic performance assessment and forecasting through the application of EVM methodologies.
- Support Center projects in the development, implementation, assessment, and tracking of EVM. Center projects often include in-house government and out-of-house contractor work. When this occurs, data from multiple EVM systems must be consolidated at the reporting level for total program management and visibility.
- Review and assess compliance and consistency with internal and external technical reporting and administrative requirements.

The Center utilizes the principles and practices of the Earned Value Management, such as but not limited to, Implementation Guide (EVMIG) and industry specific software applications such as Price™, SEER™, wInsight™, Microsoft Project™, and Primavera.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.3.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.4 Business Systems Support Services

4.4.1 Travel Services (IDIQ)

The Contractor shall:

- ➢ Review travel authorizations and expense reports for correctness and completeness.
- ➢ Respond to help desk and customer walk-up inquiries regarding travel (e.g. processing authorizations/expense reports & receipts, reimbursement status, etc…).
- ➢ Maintain an organized filing & log system.
- ➢ Participate in the annual file review, reconciliation, and cleanup, and respond to inquiries in a timely manner.
- ➢ Provide information on current and revised processes to enable staff to perform analyses on additional functionality as system processes update.
- ➢ Provide relevant information to staff on new and/or current legacy processes and associated effects on accounting data.
- ➢ Track and report metrics.
- ➢ Support and provide any needed data analysis.
- ➢ Review documentation and specifications in order to process document findings, develop and test new or revised processes, and provide relevant information to staff.
- ➢ Identify inconsistencies and propose/correct solutions to inconsistencies found in the travel data to meet specified requirements and deadlines.
- ➢ Provide required travel office coverage.
- ➢ Provide training to contractor staff for all current and upcoming process and system changes.
- ➢ Provide Systems support transition to a new travel system.
- ➢ Create Competency Center Remedy Tickets (SRs) to change approval routing and add WBS when needed

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.4.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.4.2 Financial Management Business Information Services (IDIQ)

The Contractor shall:

- ➢ Perform process analysis to identify methods for improving business processes and/or systems.
- ➢ Provide business systems implementation support to include project management and planning, process and gap analysis, developing communication and training strategies, and risk management analysis.
- ➢ Develop, review, and provide communication and training materials.
- ➢ Participate in data conversion, data cleanup, and systems integration testing.
- ➢ Perform activities related to stabilization, such as ongoing communications regarding process and system changes, identifying training issues and providing end user support.
- ➢ Perform change management activities related to implementation of new systems.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.4.2.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.5 Special Financial Analyses (IDIQ)

The Contractor shall:

- ➢ Conduct and participate in non-routine financial analyses.
- ➢ Participate in the development of projects and studies in various areas such as but not limited to, resources management, financial management, and program and workforce analyses.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.5.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.6 Contractor Travel & Training Time and Materials (IDIQ T&M)

Travel or Project-specific Training may be required periodically. Cost Estimates and subsequent Actual Costs will be requested as necessary.

The Contractor shall:

- ➢ Provide timely and accurate Travel and/or Training cost estimates as needed.
- ➢ Submit timely and accurate receipts and reimbursement requests

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.6.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

5.0 PERFORMANCE REQUIREMENTS SUMMARY

Below are "core" requirements and sample IDIQ performance requirement standards with historical Estimated Work-Year Equivalent (WYE). One WYE is equivalent to 1840 hours. The historical information provided by the Government is FOR INFORMATION ONLY and is not intended to represent a binding requirement.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 3.0 Administrative Management

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
1	Ensure an effective and efficient transition of requirements from IDIQ when necessary to sustain "core" requirements. Provide accurate cost proposals as needed for subtask modifications responses.	Backfill replacement or Base Period with Out year's proposal for transition within 10 calendars days after receipt of CO-signed subtask modification. Cost proposals shall not have calculation errors exceeding 2% of the intended proposed costs. The intended proposed costs shall match the proposed approach in the task requests system. Incentive fee earned if cost proposals are 100% accurate and submitted within 5 calendar days, 95% of the time within one year, after receipt of CO-signed subtask modification.	
2	Provide accurate payment schedules as needed within the 10 calendar day requirement for subtask modification responses.	There should be no more than one re-submittal due to errors for any one payment schedule. Submittals after 10 calendar days of the CO request will also not meet the Requirement.	Core Requirement have been historically completed by 1.25-2 WYEs for a PM and a Senior Analyst
3	Ensure compliance with all general population annual NASA training requirements, for example Information Technology (IT) Security training and Prevention of Harassment	100% compliance on NASA required training within 2 months prior to posted deadlines and performance of duties conforms to established policies.	

4	Submit all required Contract Deliverable Requirements List (CDRL) items.	Submit all required Contract Deliverable Requirements List (CDRL) items by delivery dates specified.	
5	Provide Monthly Status Report and Monthly Progress Reports.	Monthly status and Progress report must be submitted within 7 workdays after the end of each month.	
6	Ensure smooth ongoing management of "core" and IDIQ task requirements through completion.	Issues to be resolved within the negotiated deadlines set forth in the Task Order.	
7	Identify areas for improvements that create time efficiencies, cost savings, or reduced error margins across the NASA organization. These improvements must be approved by CFO management and the CO prior to implementation.	Incentive fee earned upon CFO approval of documented proof showing how the implemented improvement creates time efficiencies of 10%, or cost savings of 10%, or reduces error margins by 10%.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 3.0 Administrative Management (continued)

7	Act as liaison between Contractor staff and Government representatives.	Response to Government inquiries within 3 workdays from date of inquiry.	
8	Provide on-site management of Contractor staff and meet regularly with Contracting Officer (CO) and COR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order.	Require status meetings as needed and must respond to other meeting requests within 3 workdays from date of meeting request.	(Covered on previous page)
9	Create a continuous support procedure for short and long-term absences of Contractor personnel to assure that all scheduled review reports are completed per individual deadlines.	A "continuous support procedure" will be due to the COR, CS & CO within 10 work days after Contract Award. If an updated procedure is necessary, it will be due within 5 work days after the update request. Individual back-up plans & POCs will be communicated to the TM, the COR and other interested parties (Resources Executives & Ames Line Management) as long-term absences are scheduled prior to the Contractor's departure.	

10	In the event of default on Requirements, a correction plan to ensure timely compliance for future Requirements may be requested.	A correction plan is due within 5 workdays after a request from the government.	
11	Provide accurate invoices	Invoices shall be 98% accurate when submitted. Total calculation errors on individual monthly subtask costs shall not exceed 2% of that subtask's total costs.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.1 Resources Management

1	The Program Planning and Budgeting Execution (PPBE) submission must be completed in accordance with deadlines identified by CFO and Resources Management guidance.	100% compliance on submission deadlines, requirements and reviews identified by the CFO and Resources Management. Maintain a 100% accuracy rate in meeting data requirements.	Core Requirements have been historically completed by 16.0 WYEs varying in skill levels from 1 Program Manager, 3 Lead Analysts, 7 Senior Analysts, 3 Mid-level Analysts & 2 Junior Analysts

2	Participate in the development of phasing plans and the updating of the plans as required by the Center and HQ schedules. Provide explanations for variances.	100% compliance on submission deadlines, requirements and reviews identified by the CFO and Resources Management
		
		Submitted call letter data requirements are accurate 99% of the time.
		
		Incentive fee earned if the following performance measures are met for every submission during the fiscal year:
		  1. 100% of the CR Projects load phasing plans into the PMT tool two (2) days prior to the deadline with no errors on the Phasing Plan Exception Report.
		  2. 100% of any rule conflicts on the Phasing Plan
			IDIQ Requirements have been varied but most recently completed by 8.8 WYEs in varying skill levels from 3.8 Mid-level Analyst, 3 Junior Analysts & 2 Entry-level Analyst

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		Exception Report is accompanied with an explanation and written concurrence from the program/project office or headquarters, and ARC Center CFO.	

3	Provide monthly plan vs. actual variance explanation, as required by the Center and HQ thresholds	100% compliance on submission deadlines and requirements identified by the CFO and Resources Management no later than 10 business days after month end or other due dates identified for task.
		Reports and variance explanations are provided and data is accurate 99% of the time.
		Incentive fee earned if the following performance measures are met:
		  1. The 12 monthly CFO Programmatic Review chart submissions for all the CR Projects meet 100% of the deadlines. Including supporting data submitted to the Directorate Resources Executives.
		  2. The monthly charts consist of a programmatic overview, highlights, and programmatic performance data for 11 of the 12 months reported.
		  3. The required variance explanations include root cause in 100% of the submissions.	

4	Gather, record, maintain and trace guideline data, workforce and dollars for each budget submission.	Guideline data is recorded within three business days of receipt and data is accurate 99% of the time.	
5	Prepare routine and ad hoc budgetary reports and presentations for Center managers and Headquarters personnel. Provide explanations for variances.	Prepare reports, presentations and variances as needed by Government personnel required deadlines. Reports and variance explanations are provided and data is accurate 100% of the time. Incentive fee earned if the following performance measures are met: 1. The 12 monthly CFO Review chart submissions for all the CR Projects and organizations meet 100% of the deadlines	

	2. The monthly charts consist of an overview, highlights, and performance data for all but one month of the months reported within a fiscal year. 3. The required variance explanations include root cause in 100% of the submissions. :	
6	Provide "what if" analyses of workforce and/or dollar guideline scenarios upon request.	Submittal of "what if" analyses are completed within 2 business days of the request. Urgent requests to be submitted within 1 business day.	
7	Input budgets and adjustments into the financial system within 8 business hours of receipt of documentation. For rush jobs, within 4 hours of receipt of documentation.	Input budgets and adjustments into the financial system within 8 business hours of receipt of documentation.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.1 Resources Management (continued)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
8	Correct budget errors no less than once a month before the accounting period closes.	Errors 100% corrected before the accounting period closes.	
9	Complete monthly reporting requirements by specified due dates.	Complete monthly reporting requirements within 10 business days after month-end close or other due dates as specified within individual task orders.	(Covered on previous page)
10	Record budgets and budget adjustments into the Funds Distribution Database.	Record budgets and budget adjustments into the Funds Distribution Database within three business days of initial receipt of documentation.	

	Complete new and modified WBS (Work Breakdown Structure) requests and monthly reporting within specified due dates.	Complete new and modified WBS (Work Breakdown Structure) requests within 8 business hours of initial receipt of documentation. Complete monthly reporting within 10 working days after the close of the reporting month.	
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12	Prepare funding documents (eg. Funds Distribution Database) within specified due dates.	Prepare funding documents (eg. Funds Distribution Database) within 2 business days of the initial request. For rush jobs as identified by the technical monitor, within 4 business hours of the initial request.	
13	Create and track procurement commitments, obligations and costs over multiple fiscal years on purchase and service requisitions, bankcards and travel. Perform follow up until completion of process.	Creation and tracking of procurement commitments, obligations and costs on purchase and service requisitions, bankcards and travel with a 98% accuracy rate. Always perform follow-up and correction of errors until completion of process (which is usually when funds are Costed).	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.2.1 Financial Reporting Services

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
1	Standard General Ledger (SGL) - As described in Continuous Monitoring Program (CMP) guidance Chapter 13, daily monitoring and reconciliation of accounts, fund type/fund status and ensuring that debits equal credits on proprietary trial balance. Monthly reporting - Determine the validity of balances: Analyze and research abnormal balances and execute any corrections. Prepare CMP certification sheets and backup. Thoroughly explain and report results on the CMP matrix on a monthly basis. Tasks must be performed in accordance with Agency requirements and schedule.	At least 90% of all account relationships and any other related SGL activities are completed on time and in accordance with Agency requirements. Must be able to provide explanation for any abnormal balances that are not corrected at a specified date. Any due date extensions are coordinated at least 1 day in advance. Incentive fee earned if the following performance measures are met: 1) 100% of all account relationships and any other related SGL activities are completed on time and in accordance with Agency requirements. 2) 100% completion of all CMP processing requirements 2 days before Division management dry run. 3)	IDIQ Requirement has been historically completed by 1.0 WYE for a Junior Accountant
2	SGL- Flux Analysis - Monthly analysis, explanation, and reporting of the fluctuation of NASA operations as represented by dollar amounts of financial statement line items and SGL accounts, within defined thresholds. Tasks must be performed in accordance with Agency requirements and schedule.	Completion and submission of report must be 100% in accordance with Agency deadlines.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.2.1 Financial Reporting Services (continued

3	Property – As described in CMP guidance Chapter 5, validation, reconciliation, and accounting for transactions and balances of real property (government held and work in process), Inventory, and Personal Property and Equipment (PP&E). Ensure transactions are supported by source documents. Thoroughly explain and report results on the CMP matrix on a monthly/quarterly basis. Timely submission of monthly reports to HQ. Tasks must be performed in accordance with Agency requirements and schedule	Monthly reconciliations, explanations and reporting are 100% complete and are consistently performed in conformance with Agency requirements by specified deadlines.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.2.2 Labor Processing & Analysis and Cost Accounting

1	Labor- Flux Analysis- Monthly analysis, explanation and reporting of the fluctuation of NASA labor as represented by dollar amounts of financial statement line items and labor accounts, within defined thresholds. Tasks must be performed in accordance with Agency requirements and schedule.	Completion and submission of report must be 100% in accordance with Agency deadlines.	IDIQ Requirement has been historically completed by 1.0 WYE Lead Analyst

2	Labor- As described in CMP guidance Chapter 7.0 controlling activities 7.1, 2 & 3, validate labor accruals recorded were properly reversed and quarterly accruals for other expenses and reconciles ALDS data to labor recorded in SAP. Tasks must be performed in accordance with Agency requirements and schedule.	Monthly/Quarterly reconciliations, explanations and reporting are 100% complete and are consistently performed in conformance with Agency requirements by specified deadlines.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.2.2 Labor Processing & Analysis and Cost Accounting (continued)

3	Labor/Payroll: (additional tasks from 20% growth) 1) Perform and report out on all assigned Continuous Monitoring Program (CMP) monthly/quarterly activities with Agency requirements by specified deadlines. Follow up of exceptions is thorough and performed without delay. (CMP 7.1 and 7.2). 2) Performed and ensure that explanations regarding financial information (e.g., root causes of Continuous Monitoring Program exceptions, fluctuation analyses are complete for Labor. 3) Prepare monthly, quarterly and annual reports, as required and by specified deadlines. (CFO review charts for labor/Webtads)	Completion and submission of report must be 100% in accordance with Agency deadlines.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)		
Standards of Performance	**Acceptable Quality Level (METRICS) & Incentives**	**Historical # of WYE for SOW Element Completion (Contractor)**
4 Cost: (additional tasks from 20% growth) 1) Perform and report out on all assigned Continuous Monitoring Program (CMP) monthly/quarterly activities with Agency requirements by specified deadlines. Follow up of exceptions is thorough and performed without delay. (CMP 6.3, 6.4, 6.6, 6.7. 6.8, 10.4, 10.5). 2) Perform and ensure that explanations regarding financial information (e.g., root causes of Continuous Monitoring Program exceptions, fluctuation analyses are complete for Cost) 3) Prepare monthly, quarterly and annual reports, as required and by specified deadlines. (CFO review chart for Cost)	Monthly/Quarterly reconciliations, explanations and reporting are 100% complete and are consistently performed in conformance with Agency requirements by specified deadlines.	

SOW 4.2.3 Reimbursable Agreement Mgt Services

1	Prepare official correspondence for government approval relating to Support Agreements and Payment Schedules.	1) Cover letter is submitted for signature to government approver. 2) Support Agreements/Payment Schedules for known customers are prepared, mailed, scanned and emailed August 31st each year. 3) Signatures from customers are obtained within one month of issuance of the Support Agreements.	
2	Record and maintain reimbursable information in database and prepare monthly reports, schedules, reconciliation, and accounting transactions.	Completion and submission of report must be in accordance with required deadlines. Customer master maintainer entries recorded in SAP within 1 business day of receipt. Review TROR files w/in 2 business days of receipt for accuracy. Resolve billing and reconciliation issues within 2 business days. Complete Audits/NATS requests within 2 business days. Produce reports and agreements on schedule and with no more than 3 errors reported by customers per reporting cycle. CFO Review charts are prepared according to schedule and are accurate/complete, with variances identified and explanations for any variances 10% or greater. Create estimated Price Reports (EPR) for checks received within 3 business days. Support Preliminary Billing Register clean-up as requested. Prepare and issue periodic reports to EUL account managers by 15 calendar days after end of reporting cycle. Formulate and record phasing plans in RAMS and PMT for NRP and EUL agreements by dates assigned. Incentive fee earned if the following performance measures are met: 1) Create/Update EPR-EUL/RA/NRP in RAMS2 within 2 business days of receipt with 100% accuracy rate. 2) Create monthly CFO Review Charts for EUL/NRP/RA by 8 working days of each month or no later than assigned due date data is error free	IDIQ Requirement has been historically completed by 1.0 WYE Entry-level Accountant and 0.8 WYE Senior Accountant
PERFORMANCE REQUIREMENTS SUMMARY (PRS)			
Standards of Performance		**Acceptable Quality Level (METRICS)& Incentives**	**Historical # of WYE for SOW Element Completion (Contractor)**

SOW 4.2.3 Reimbursable Agreement Mgt Services (continued)

3	On a continuing basis, monitor obligation of customer funds for Demand Services.	Ensure that 90% of funds are obligated 30 days before quarter end or 30 days prior to funds expiration date, whichever occurs first; or notify the civil service task managers that obligations are below 90%, by those dates, with explanations and recommended actions.	
4	Prepare Annual Service Pool Rate Development Study; update/review Ames Blue Book.	Study completed on schedule (July 31st); Spot audit of results may yield no more than 3 discrepancies or unexplained differences.	
5	Prepare ad hoc reports as requested, such as for budget/PPBE for EUL/NRP/RA.	Reports completed on schedule; Spot audit of results may yield no more than 3 discrepancies or unexplained differences.	
6	Provide training to Center users on RAMS2.	As requested based on IDMAX tickets and customer contacts.	
7	Reimbursable Central Mailbox Management	Manage Mailbox, acknowledge receipt of communications back to customer, and track timely completion of work.	
8	(additional tasks from 20% growth) Responsible to post budget, process fund adjustments, MdM requests, attach MdM in RAMS2 and update RMB/EUL log sheet. (Including refunds, realignments, down payments, customer services, etc.)	Tasks performed within required deadlines, with 98% accuracy	
9	(additional tasks from 20% growth) Perform clean up tasks. Review cancelled & expired funds to refund or realign. Close out cancelling funds. Close out sales orders.	Tasks performed within required deadlines, with 98% accuracy	
10	(additional tasks from 20% growth) Perform on going reconciliation of billings, general ledger accounts, month-end report & activities, etc. Review abnormal balances correction with CFR General Ledger.	Tasks performed within required deadlines, with 98% accuracy	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
SOW 4.2.4 Quality Assurance Services:			
1	Perform monthly Continuous Monitoring Program (CMP) and audit support	Desk procedures are completed with 100% accuracy with completion 2 days prior to the established due dates. A complete package of monthly CMP control activities is for management review 1 day before HQ's established due date. Monthly CMP trend analysis and monthly 9 digit flux analysis spreadsheet are completed 2 days prior to the established due dates. Incentive fee earned if the following performance measures are met: CFO approval of documented proof showing how the implemented improvement creates time efficiencies of 20%.	No historical information available
2	Assist all audit preparation and support	100% accuracy rate for preparation of supporting documents. Documents are provided for management review by established due dates.	

SOW 4.3   Program Analysis

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
1	The Program Planning and Budgeting Execution (PPBE) submission must be completed in accordance with deadlines identified by CFO and Resources Management guidance.	100% compliance on submission deadlines, requirements and reviews identified by the CFO and Resources Management, and Program/Project. Submitted call letter data requirements are accurate 100% of the time.	IDIQ Requirements have been varied but most recently completed by 11 WYEs in varying skill levels from 1 Subject Matter Expert, 1 Lead Analyst, 5 Senior Analysts, 3 Mid-level Analysts & 1 Junior Analyst
2	Participate in the development of phasing plans and the updating of the plans as required by the Center and HQ schedules. Provide explanations for variances.	Submitted call letter data requirements are accurate 98% of the time. 100% compliance on submission deadlines. Incentive fee earned if the following performance measures are met for every submission during the fiscal year:	

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
		1. 100% of the CP Projects load phasing plans into the PMT tool two (2) days prior to the deadline with no errors on the Phasing Plan Exception Report. 2. 100% of any rule conflicts on the Phasing Plan Exception Report is accompanied with an explanation and written concurrence from the program/project office or headquarters, and ARC Center CFO.	
3	Provide monthly plan vs. actual variance explanation, as required by the Center and HQ thresholds no later than 5 business days after month end or other due dates identified for task.	100% compliance on submission deadlines and 100% compliance with requirements identified by the CFO and Resources Management, and Program/Project.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.3   Program Analysis (continued)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
4	Gather, record, maintain and trace guideline data, workforce and dollars for each budget submission. .	Guideline data is recorded within five business days of receipt and data is accurate 98% of the time for initial submission and 100% accuracy at final submission.	(Covered on previous page)

5	Prepare routine and ad hoc budgetary reports and presentations for Center managers, Project Managers, and Headquarters personnel. Provide explanations for variances.	Prepare reports, presentations and variances as needed by Government personnel required deadlines. Reports and variance explanations 100% compliant with deadline and accuracy. Incentive fee earned if the following performance measures are met: 4. The 12 monthly CFO Programmatic Review chart submissions for all the CP Projects meet 100% of the deadlines 5. The monthly charts consist of a programmatic overview, highlights, and programmatic performance data for all but one month of the months reported in the fiscal year. 6. The required variance explanations include root cause in 100% of the submissions.
6	Provide "what if" analyses of workforce and/or dollar guideline scenarios upon request.	Submittal of "what if" analysis is completed within 2 business days of the request. Urgent requests to be submitted within 1 business day.
7	Review Announcement of Opportunities (AO), Broad Agency Announcements (BAA), and proposal requirements. Provide summary requirements.	Summarize requirements within 5 business days of proposal requirements postings. Urgent requests to be completed in 1 business day.
8	Prepare grass-root cost estimates by tasks, by month; reflecting the latest WBS and project schedule.	100% compliance with AO, BAA, or requirements documentation; and Center rates, policies, and procedures. Provide estimates within 2 days of receiving technical input. Urgent requests to be completed within 2 hours.
9	Gather cost enter input and prepare parametric estimate	Prepare parametric estimate within 1 day of receiving technical input. Urgent requests to be completed within 2 hours.
10	Review Earned Value Management guidance, policies, and direction. Provide recommended actions, as needed.	100% compliance with Agency and Center requirements. Provide input within 2 days of receiving information. Urgent requests to be completed with 4 hours.

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
11	Provide Earned Value Analysis and Joint Confidence Level Analysis	100% compliance with Agency requirements, Center requirements, and deadlines.	

SOW 4.4.1 Travel Services

1	Contractor refers to and uses processes and procedures outlined in the Preparer Process document and FedTraveler.com End User Procedures (EUPs) when creating travel documents.	Travel documents shall have no errors on 100% of the documents.	IDIQ Requirements have been varied but most recently completed by 11 WYEs in varying skill levels from 1.0 WYE Junior Budget Analyst, 2.0 WYE Entry-level Budget Analysts, 5.0 WYE Lower-level Data Management Specialist, 3 WYE Higher-level Data Management Specialists
2	Contractor correctly enters travel arrangements into FedTraveler.com from Travel Request Worksheet (TRW), ARC830 form. This does not include traveler changes or amendments. Variances between TRW and FedTraveler.com require documented justification.	Travel reservations meet requested arrangements 100% of the time	

3	Contractor will create and submit Travel Authorizations, including reservations, in FedTraveler.com within two business days of receiving the completed required travel documents.	Creation & submission of Travel Authorizations to occur within 2 business days of receiving a complete Travel Request Worksheet (TRW) 98% of the time (Metrics Status Reports). This means that 98% of the authorizations are required to be submitted for processing within 2 business days. Variances between the TRW and FedTraveler.com must be documented. Info only: Excellent if within 1 business day 100% of the time.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.4.1 Travel Services (continued)

4	Contractor will send a final package to the traveler including contents specified in the Preparer Process document, using the provided template.	Response to travelers with final travel documents will occur as shown below, 99% of the time. (Metrics Status Reports). If the final approval or the receive date is 5+ business days before the travel date, the final package must be sent 3 business days before the travel date. If 1-4 business days before the travel date, then the final package must be sent 1 business day before the travel date. If the final approval or the receive date is the same day as the travel date, then a partial package must be sent the same day as the travel day. The complete package is required to be sent as soon as it is available.	(Covered on previous page)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	
5	Contractor will ensure that itineraries are ticketed by performing follow-up on approval of Travel Authorizations by Approvers and Fund Certifiers. Contractor will perform follow-up by communicating via e-mail and phone, as outlined in the Preparer Process document.	Ticketing occurs a minimum of 98% of the time without government intervention. Excellent if no government intervention is required 100% of the time.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.4.1 Travel Services (continued)

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
6	Contractor will enter all data from traveler Expense Report Worksheet (ERW) to create and submit travel Expense Reports in FedTraveler.com.	Expense reports & needed receipts are required to be processed/attached in the system within 2 business days of receiving a completed ERW & receipts 98% of the time* (Metrics Status Reports) provided no amendment is required. Info only: Excellent if within 1 business day. **A.** Contractor to validate that all receipts have been received. If receipts are missing, traveler will be notified or asked to provide the receipts. Traveler must be informed of missing receipts within two business days. **B**. Begin the amendment process if an amendment is necessary **C**. Once A & B have been dispositioned then the Contractor begins building the expense report *Travelers are required to be informed of missing receipts within two business days of the receipt of ERW and any receipts. 98% of expense reports are required to process within two business days. Incentive Fee is earned if 100% of expense reports are processed within one business day, at a minimum of six consecutive months,	(Covered on previous page)

7	Contractor will send acknowledgement of email or fax to travel submitter.	Acknowledgement email or fax to the traveler is required within 1 business day 98% of the time (98% of emails and faxes are processed within one business day). Excellent if 100% of emails and faxes are processed within one business day.
8	Contractor will be professional and courteous to all travelers and customers.	Individual Contractors or the Contracting Company as a whole (counted separately) will have no more than one complaint (Contractor caused/controlled complaint as determined by the appropriate Civil Servant/Travel Lead) for being unprofessional or discourteous per year or this constitutes a missed requirement
9	Contractor will store final versions of travel documents on the C shared drive, as referenced in Preparer Process document for all travel arrangement prepared by CTO.	No more than 2% of the documents should be missing from or misfiled in designated files at any particular time.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.4.1 Travel Services (continued)

10	Contractor notifies Center Travel Lead of FedTraveler.com system issues ASAP.	Notification of system issues must occur within 1 business hour	
11	Amendments will be created within two business days of notification. Notifications must be by email exchange and may include telephone contact, face-to-face, or email exchange, etc..	Amendments are created within 2 business days A. Contractor must email traveler and notify them about the expense reports being amended. B. Contractor must follow up with the Fund Certifier and Approvers to ensure that amendments are getting approved through the system. Incentive fee is earned if 100% of amendments are created within one business day, for six consecutive months.	(Covered on previous page)
12	Contractor will create a minimum number of authorizations per week in FedTraveler.com.	A minimum of 90 Authorizations (or the number available to be completed) are to be created each week (whichever amount is lower) in FedTraveler.com. This includes making reservations and sending the accompanying itinerary email confirmation to the traveler.	

13	Contractor will adhere to Federal Travel Regulations (FTR).	FTR are adhered to 100% of the time when processing travel documents.	
14	Contractor will monitor and perform follow-up on Travel Expense reports and Travel Authorizations to ensure they do not remain on "hold" status within FedTraveler.com.	Follow up on travel expense reports and Travel Authorizations on "hold" within FedTraveler.com occurs within 2 business days.	
15	Contractor will monitor the expense reports through the approval process to completion, in order to ensure no expense report backlog.	Contractor will follow-up on travel expense report "under review" to ensure approval occurs within 5 business days.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.4.1 Travel Services (continued)

16	The Contractor shall independently log dates, on Government provided template, for the following: (1) date TRW received in Central Travel Office (CTO) mailbox, (2) date and time itinerary email is sent by the Contractor to the traveler, (3) date the traveler is notified by Contractor sending the initial itinerary and confirmation request, and (4) dates for the creation of amendments. (5) Dates final package sent out to the traveler. For vouchers the log dates will include the following: (1) Receipt of complete Expense Report worksheet, (2) Creation and completion of Travel Expense Reports with attached receipts, (3) Pertinent amendment dates and (4) dates where Travelers are informed of missing receipts.	100% of the identified data is available on an on-going basis for unscheduled, periodic inspection.	(Covered on previous page)

17	Accuracy of Expense Report data entry	Contractor shall have a zero error rate. The occurrence of more than one error per week will constitute a missed requirement. The error performance will be determined by the contractor's weekly audit of all of the expense reports and validated by the task monitor. Excellent if no errors are made.	
18	The Contractor shall create Comp Center Remedy Tickets (SRs) to 1) transfer employees' profile to travel management systems, 2) add Fund Certifier and/or Management approvers to travel management systems and 3) update the FedTraveler approval chain and email distribution lists	Comp Center Remedy tickets (SRs) are required to be processed in the system within 1 business day upon receipt of request.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.4.2 Financial Management Business Information Services

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
1	Assure that PMT instances and reports reflect complete and accurate mission, theme, program and project WBS structures.	Completes updates of new financial structure requests within 10 working hours of initial receipt.	IDIQ Requirement has been historically completed by 1.0 WYE Subject Matter Expert
2	Assure that PMT instances and reports reflect complete and accurate mission, theme, program and project financial data.	Completes identification of new financial data query requests within 10 working hours of initial receipt from Agency or Center customer.	
3	Verify completion of daily financial reporting download for Center Financial Data	PMT Center financial data verified after nightly upload from financial system (currently SAP) during the next business day.	
4	Complete monthly financial reporting for Agency Financial Data.	PMT Agency monthly reporting to be completed within three working days after the close of the reporting month.	(Covered on previous page)
5	Regular communications with Agency and Center customers and the Technical Monitor to provide status.	Communicate monthly with the Technical Monitor on the status of activities by the 10th working day of each month. Provide on-going communications with Agency and Center customers.	

SOW 4.5 Special Financial Analyses

	Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)
1	Will be defined on a Task Order basis	Will be defined on a Task Order basis	No historical information available

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS) & Incentives	Historical # of WYE for SOW Element Completion (Contractor)

SOW 4.6 Travel and Training T&M

1	Require timely Travel cost estimates when requested. Profit will not be paid for Travel and Training expenses, only the accepted general and administrative (G&A) expense will be applied to these costs. Cost proposal should use Government rates where applicable.	Travel cost estimates to be submitted within 3 work days after the request. Cost proposal must use Government rates for Lodging (when available), M&IE and mileage reimbursement.	
2	Timely submittal of Travel receipts & reimbursement requests.	Submittal of Travel receipts & reimbursement request within 30 days of the last day of travel. Requested reimbursement and subsequent Payment Schedule must be 98% accurate to actual costs each occurrence and government per diem must be used for Lodging, M&IE & mileage reimbursement. Incentive fee earned if accurate submittal of Travel receipts & reimbursement request is made within 15 days of the last day of travel 100% of the time in a six consecutive months	IDIQ requirement has been historically completed by the Administrative Management WYEs

6.0 POTENTIAL REPORTS FOR TASK ORDERS

This list of reports is for information only and is not all inclusive. The purpose of the list is to provide information on the types of reports prepared by contractors. The actual reports requirements will be detailed in each task order.

No.	Report Title	Frequency	Due Date
1	Travel Vouchers in Process	Weekly	Tuesday
2	Aging Travel Advances	Weekly	Monday
3	Unpaid Invoices	Weekly	Tuesday
4	Extended TDY Tax Summary	Monthly	3rd work day after end of month
5			
6	Standard General Ledger (SGL) Accounts Receivable to Collections Register Reconciliation	Monthly	5th work day after end of month
7	Periodic Monitoring Controls and Account Relationships	Monthly	7th work day of the month
8	Accounts Receivable Aging	Monthly	4th Calendar Day of the Month
9	SGL Support	Monthly	9th work day after end of month
10	Accounts Receivable Status Report	Monthly	10th work day after end of month
11			
12	SGL Accounts	Monthly	2nd work day after end of month
13	CR Variance Reports (plans vs. actuals)	Monthly	5th work day after end of month

No.	Report Title	Frequency	Due Date
14	Fiscal Year End (FYE) Post-closing Trial Balance	Annually	October 17 approximately per fiscal year end calendar.
15	FYE Closed Obligation Report	Annually	October 23 approx.
16	FYE Post Closing SGL Report	Annually	October 17 approx.
17	Schedule 220-9, Debts and Loans due to the Public	Annually	October 28, approx.
18	Report on Receivables due from the Public	Annually	October 28 approx.
19	Status of Program Office Guidelines by Mission Directorate	When Guidelines Change	3rd work day after change
20	Status of Obligations and Costs by Program Office, by Mission Directorate	Monthly	3rd work day after end of month
21	Status of Center to Center Transfers	Monthly	3rd work day after end of month
22	Summary of Obligations and Costs	Monthly	3rd work day after end of month
23	Status of Expiring Funds by Mission Directorate	Monthly for 3rd and 4th quarter	3rd work day after end of month
24	Status of Construction of Facilities (CofF)	Monthly	3rd work day after end of month
25	Continuous Monitoring Program	Monthly	14th Calendar day after end of month
26	CMP Spreadsheet	Monthly/ Quarterly	4th work day after end of month/quarter
27	Labor Cash Disbursement Spreadsheet	Monthly	7th work day after end of month
28	Reimbursable Labor WBS Tracking Spreadsheet	Bi-monthly	Thursday of Labor processing Week
29	Reimbursable Labor Funding Report	Bi-monthly	Thursday of Labor processing Week,
30	9 Digit Flux Analysis for Labor	Monthly	7th work day after end of month

APPENDIX A

The Office of the Chief Financial Officer provides end-to-end coordination of the resources management process; provides a financial management system that effectively manages, controls, safeguards, and accounts for the government's assets; designs and supports the development of budgeting and accounting systems; provides program/project controls and analysis; and supports the development of long-term budget strategies and strategic planning. In addition, the Office of the Chief Financial Officer participates in planning and decision-making sessions with the Center Director and other top management officials; represents the Center in top management discussions with Headquarters, other NASA Centers, and other agencies; and supervises the activities of the Financial Management Division (CF), Resources Management Division (CR), Program Analysis and Business Integration Division (CP), and Business Systems/Travel Office Division (CS).

CF administers control of appropriations and funds received at the Center. The Division operates accounting systems and cost models which show the unencumbered allotment and program authority balances for different types of appropriations, including but not limited to, Mission Support, Construction of Facilities, and the Agency Mission Directorates. CF administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in their books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits.

CF also supports accounting system development and upgrades required by the Agency. To keep Center management informed of the financial status of the various programs, the Division personnel collaborate with counterparts in NASA Office of the Chief Financial Officer (OCFO) in the development of policies, systems, and procedures for the NASA financial management program. CF reviews, accepts, manages, and reports on reimbursable agreements with other entities, both Federal and non-Federal (including tenants in the NASA Research Park). It is also responsible for billing, collecting, and analyzing reimbursable costs incurred each month.

CR is primarily responsible for coordinating the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding. This includes the following types of activities: facilitates and integrates the Center's annual budget submission, coordinates Center response to Headquarters' requests for data, performs workforce analysis, and manages the Center's Institutional and Mission Directorate budgets.

CP is focused on supporting the Programs and Projects at ARC. The activities performed in this organization are similar to those in CR, with greater focus on program planning and control. Examples of projects include Kepler, SOFIA, LADEE, Aeronautics Projects, Edison, and High End Computing. Code CP supports earned value management planning, execution, and analysis for required projects. Code CP also supports the cost estimating for Center proposal efforts.

CS provides direction, integration, education, continuous improvement opportunities and efficiencies for new and changing business systems and business processes at ARC. CS aims to ensure the successful implementation of Agency applications and systems through enabling individuals, teams and the Center to operate efficiently and effectively. Specific areas of focus for CS are in the areas of Travel Services Business Systems and Workflow Automation, Business Reporting, and Change Management including Communications, Continuous Improvement, Training, and End-User Enablement. CS is committed to enabling more effective

users of all business systems, as well as promoting integration, communication and education.